



Friends of Time to Help Terms and Conditions

This document will be reviewed on an ongoing basis, at least once a year. Time to Help UK will amend it, following consultation, where appropriate.

Date of last review: 20/01/2026

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TABLE OF CONTENTS

1. [Introduction](#)
2. [Eligibility](#)
3. [Subscription and Payment](#)
4. [Membership Rewards](#)
5. [Communication or Updates](#)
6. [Termination and Cancellation](#)
7. [Changes to The Programme or These Terms](#)
8. [Privacy and Data Use](#)
9. [Contact](#)
10. [Review](#)

1 INTRODUCTION

These Terms and Conditions ("Terms") apply when you subscribe to the **Friends of Time to Help UK** programme ("Programme"). The Programme is operated by **Time to Help (UK)**, a registered charity (Charity Number 1160467). By subscribing through a monthly direct debit, you agree to these Terms.

2 ELIGIBILITY

2.1 To be eligible for membership benefits, you must set up and maintain an **active monthly subscription** at one of the available levels: Buddies, Friends, Fellows, Champions, Heroes, or Legends.

2.2 To be eligible for **most of the perks** listed under each tier, you must remain an active subscriber for a **minimum of six (6) consecutive months**. Perks such as gift bundles, priority invites, and plaque recognition are only issued after this period unless agreed otherwise in writing.

3 SUBSCRIPTION AND PAYMENT

3.1 You agree to make monthly payments via set-up direct debit or agreed payment method.

3.2 All payments are **non-refundable**, except where required by law or agreed in writing by Time to Help UK.

3.3 You may adjust, upgrade, or cancel your subscription at any time by contacting us or through the payment provider, following the provider's terms.

4 MEMBERSHIP REWARDS

4.1 Rewards are provided based on your current subscription tier and are subject to availability.

4.2 Rewards are personal to you and **may not be transferred or resold**.

4.3 Rewards contingent on time of membership (e.g., six-month rule) will be distributed after that period has passed, provided subscription payments are up to date.

4.4 If the subscription payer chooses to forgo any or all rewards or perks, this decision may be communicated at any time to a member of Time to Help staff. In such cases, no alternative compensation or replacement rewards will be provided unless expressly agreed in writing.

4.5 A subscriber may request to exchange their assigned rewards or perks for alternative perks. Such requests may be considered on a case-by-case basis to support operational needs. Any exchange is subject to availability, reasonableness, and feasibility, and approval or rejection of such requests is solely at the discretion of Time to Help.

5 COMMUNICATION OR UPDATES

5.1 By subscribing, you agree to receive occasional communications about your membership perks, updates on our work, newsletters, and event invitations.

5.2 You may opt out of marketing communications at any time, but essential updates about your subscription or benefits will still be sent unless you unsubscribe.

6 TERMINATION AND CANCELLATION

6.1 You may cancel your subscription at any time through your payment provider or by contacting Time to Help UK.

6.2 If you cancel before six (6) months, you will lose eligibility for certain perks that were contingent on the minimum membership period.

6.3 If you cancel your subscription after six (6) months, you will retain only those perks already issued or fulfilled up to the cancellation date. Any ongoing, recurring, or future perks, such as updates, communications, benefits, or rewards that would have been provided had the subscription continued, will cease immediately upon cancellation.

7 CHANGES TO THE PROGRAMME OR THESE TERM

7.1 Time to Help UK may update or change the Programme tiers, benefits, or these Terms from time to time.

7.2 We will provide notice in advance of significant changes via email or the website.

8 PRIVACY AND DATA USE

8.1 Your personal information will be processed in accordance with our Privacy Policy.

8.2 We will not share your details with third parties without your consent, except where required by law.

9 CONTACT

If you have questions about these Terms or your subscription, email info@timetohelp.org.uk or visit our contact page.

10 REVIEW

Version	Date	Approved by	Notes
1.0	23/01/2026		

End of the document

